



State of California

# Employment Training Panel

Arnold Schwarzenegger, Governor

April 28, 2009

Howard Hoffman, Owner  
Aurident, Inc.  
P.O. Box 7200  
Fullerton, CA 92834

Dear Mr. Hoffman:

**RE: Final MONITORING VISIT REPORT for Aurident, Inc. ET07-0299**

<b>Date of the Visit:</b>	3/04/09
<b>Beginning/Ending Time:</b>	2:00 pm – 3:30 pm
<b>Date of Last Visit:</b>	3/13/08
<b>Visit Location:</b>	Via Teleconference
<b>Persons in attendance:</b>	Bruce Spivak, Sales Manager, Aurident, Inc. (Aurident); Marilyn Dominquez, VP for Administration, California Training Coalition (CTC); and Suzanne Godin, ETP Contract Specialist
<b>Action Items remaining from Prior Meeting:</b>	No
<b>Action Required:</b>	No

## **CONTRACT INFORMATION:**

<b>Term of Agreement:</b>	3/06/07- 3/05/09	<b>Agreement Amount:</b>	\$46,800
<b>Training Start Date:</b>	4/20/07	<b>No. to Retain:</b>	30
<b>Date Training must be Completed:</b>	12/05/08	<b>Range of Hours:</b>	8-60
<b>Type of Trainee:</b>	Retrainee	<b>Weighted Ave. Hours:</b>	60

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ETP (04/15/05)

## **FINAL REPORT SUMMARY:**

### ***AGREEMENT HISTORY***

Aurident manufactures and custom formulated dental alloys. The agreement was approved as a Small Business Project at the February 2007 Panel Meeting. Training began on 4/20/07. ETP approved one amendment revision to extend the Agreement term by 12 months. Mr. Spivak reported that all training was completed on 8/22/08 which allowed for the 90-day retention period to be completed within the term ending date of the Agreement.

### ***INTERVIEW WITH THE CONTRACT REPRESENTATIVE: BRUCE SPIVAK***

Mr. Spivak cited two main factors which contributed to poor performance on the ETP Agreement:

The bulk of Aurident's ETP training plan was developed around training delivery for the company's newly purchased accounting software system (ALERE). There were numerous problems with the initial implementation of the system; and when training finally began, it became apparent that the program was not going to meet Aurident's needs. The company is now using its old DOS system while you search for a suitable accounting software system.

Mr. Spivak also stated that current economic conditions have resulted in decreased orders for custom formulated gold dental alloys as dental offices and laboratories have begun to move towards the use of non-gold alloys [as a cost saving measure]. Both of these circumstances contributed to your decision to put ETP-funded training on the back burner in order to focus on market share retention.

In spite of these challenges, Mr. Spivak stated that the business and continuous improvement skills training that was delivered has served to energize and increase the confidence of your employees; interdepartmental communication has greatly improved; and your employees have a better understanding of how the production flow works and how one individual's performance (or lack of) affects the rest of the company.

### **DISCUSSION OF PROJECTED EARNINGS:**

You stated that the statistics on the class/lab tracking system were correct which showed that 17 trainees (57% of planned retentions) completed the specified range of class/lab hours (8-60) and retention period. Aurident tracked 327 eligible hours on the ETP class/lab tracking system for the aforementioned 17 trainees. Therefore, Aurident is eligible to earn \$8,502 (18 percent of the encumbered amount) if all other agreement conditions are met. As of the date of this report, the Fiscal Closeout Invoice had been issued and Aurident had received \$8,502 in earned progress payments.

### **PROJECT STATUS PROVIDED BY THE CONTRACTOR:**

<b>Trainees Started Training:</b>	22	<b>Completed Training:</b>	17
<b>Trainees Enrolled:</b>	22	<b>Completed Retention:</b>	17
<b>Dropped Following Enrollment:</b>	5	<b>In Retention Period:</b>	0
<b>No. Completed Minimum Reimbursable Hours :</b>	22		

The statistical data submitted by Aurident project staff during this visit was in agreement with ETP's Trainee Status Report as of the date of this report.

### **ATTENDANCE ROSTERS:**

Ms. Godin conducted a 100% review of attendance rosters for 4 randomly selected trainees and compared them to the hours entered into the ETP on-line tracking system.

<b>Attendance Rosters reviewed:</b>	<b>3/13/08-8/22/08</b>	<b>Rosters reviewed contained all the required information per Title 22, California Code of Regulations, Section 4442.</b>	<b>YES</b>
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### **INVOICES:**

<b>Documentation reviewed was consistent with information reported on Invoice</b>	<b>#2</b>	<b>Yes</b>
<b>Progress Payment</b>	<b>#2</b>	<b>Yes</b>
<b>Final Payment</b>		<b>Yes</b>

### **AUDIT:**

You will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk audit (or "review"). These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable.

Listed below are types of records typically requested during an ETP field audit:

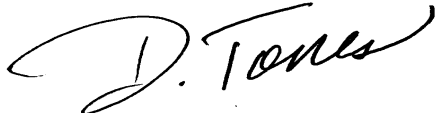
- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

### **RECORD RETENTION:**

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding this report, please contact Suzanne Godin at (619) 686-1918 or at [sgodin@etp.ca.gov](mailto:sgodin@etp.ca.gov) within ten (10) working days from the receipt date of this letter.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Torres".

Diana Torres, Manager  
San Diego Regional Office

A handwritten signature in black ink, appearing to read "SGodin".

Suzanne Godin, Contract Analyst  
San Diego Field Office

cc: Kulbir Mayall, Fiscal Manager  
Master File  
Project File